



## **Director of Development Operations**

**Filoli is a 654-acre historic site of the National Trust for Historic Preservation, located on the San Francisco Bay Peninsula near Woodside, CA, and one of the finest remaining country estates of the early 20th century. As a team member here, you will be able to connect rich history with a vibrant future through beauty, nature and shared stories. You have the opportunity to preserve, build upon and share the wonder of this place.**

**In our daily interaction with guests, we envision a time when all people honor nature, value unique experiences and appreciate beauty in everyday life. In this position, you have the opportunity to engage in the 2024 - 2028 Strategic Plan, centered on connecting to our community, and support the launch of a site plan and capital campaign designed to provide Filoli guests greater access to nature. Filoli's culture is rooted in integrity and we are accountable for our work, actions, and impact on our visitors, community, and environment. Through our values, Filoli Team members are committed to being Inclusive, Welcoming, Innovative, Collaborative, and committed Stewards using sustainable practices for the future.**

### **SUMMARY**

Reporting to the Chief Development Officer (CDO), the Director of Development Operations (DoDO) plays a crucial role in readying the fundraising endeavor for a major comprehensive campaign, leading the development and implementation of annual fundraising plans that complement concurrent campaign fundraising efforts. This position will identify, assess, and build operational systems and processes to ensure a highly effective annual fundraising program.

The Director of Development Operations fosters an engaged work environment and inspires a shared vision by strategically aligning efforts and resources and promoting trust and accountability among development staff and Filoli stakeholders. The DoDO must possess a proven record of building and managing results-focused teams with an inspiring leadership style to improve staff effectiveness and future development as individual contributors.

The DoDO collaborates with the CDO and executive leadership, staff partners, and board members to advance annual strategic priorities, including the annual fund, institutional giving,

and special events fundraising programs. In addition, the DoDO works closely with the CDO to manage and oversee Development operations, infrastructure, and systems. While the majority of the DoDO's focus will be managing fundraising programs and operations, they must also be an experienced and externally focused development professional who can build successful working relationships with Filoli's donors and prospects.

Reporting directly to this position are four full-time roles: Development Manager, Writer and Grant Coordinator, Prospect Management and Research Specialist, and Stewardship and Donor Engagement Coordinator.

Working at a beautiful historic house and garden, this is a full-time, exempt position which is flexibly scheduled with evenings and weekends. Depending on candidate experience, the salary range for this position is \$111,000 to \$122,000. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. Flexibility is important as schedules may change to meet the needs of the organization.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:**

### **Fundraising Strategy and Program Oversight – 35%**

- Partner with the CDO to strategically lead, manage, and execute a complex and growing fundraising program for Filoli, including:
  - Building a comprehensive annual giving program to include annual fund strategies and high-touch cultivation and stewardship of Filoli Circle members;
  - Managing corporate, foundation, and government funding relationships, including building a base of institutional support and proactively identifying new institutional giving opportunities;
  - Ensuring that the department has a strong corporate giving platform, including a corporate partner pipeline and distinct opportunities for corporate membership and sponsorship;
  - Creating a streamlined and efficient fundraising, cultivation, and stewardship events platform that generates revenue and deepens relationships;
  - Developing a comprehensive stewardship and donor engagement strategy recognizing giving at all levels in conjunction with increased renewal and upgrade strategies;
  - Producing a comprehensive donor communications program.
- Develop, implement, and monitor Development systems, policies, procedures, reporting mechanisms, information technology, and data infrastructure to support and track annual and campaign fundraising activities;

- In partnership with the CDO, analyze fundraising results, evaluate the effectiveness of fundraising activities, and forecast annual and long-term fundraising projections for accurate organizational financial planning and budgeting;
- Oversee the development of systems and processes for maintaining institutional information systems and up-to-date research on top donors and prospects;
- Professionally and effectively, represent Filoli to external audiences, including individual and organizational contacts and the broader philanthropic community. Where appropriate, use external meetings, conferences, and speaking engagements to build the brand visibility and financial support that advances Filoli's mission;
- Keep abreast of federal and state charitable gift regulations and ensure Filoli is consistent with these regulations. Serve as a liaison to the Finance Department on such issues;

#### **Team Leadership and Management – 35%**

- Build, manage, and nurture a high-functioning team aligned with the Development department's vision, budget, and plans for growth;
- Cultivate a culture of excellence among fundraisers and fundraising support staff by continually setting and achieving ambitious goals, learning from missteps, and sharing successes broadly to elevate the team;
- Lead team members in setting personal work goals and key performance indicators (KPIs) and maintain accountability for goal achievement;
- Engage external partners, consultants, and other resources for training and professional development ensuring staff has the latest tools and techniques;

#### **Collaboration with Fundraising Partners– 30%**

- Collaborate with administrative and programmatic colleagues to ensure personalized and effective donor engagement experiences;
- Provide monthly fundraising reports and data to the Board of Directors and the Development Committee. Develop direct relationships with board and committee members to manage individual portfolios and execute donor prospect strategies;
- Partner with the finance and accounting team to ensure that all administrative requirements for funders, regulatory filings, and audit reports are completed in a timely fashion.

#### **MINIMUM QUALIFICATIONS**

An individual must be able to perform each essential duty listed above and any additional responsibilities as directed as well as satisfy the educational, core competencies, and skill requirements listed below:

**Education:** Bachelor's Degree required. An advanced degree and/or specialized training or certification in fundraising are a plus.

### **Experience and Knowledge:**

- A minimum of five years of fundraising experience with progressive management and supervisory responsibilities in a comparable institution, program, or function;
- Working knowledge of databases, with experience in Blackbaud Altru or similar customer relationship management system (CRM) preferred;
- Comprehensive knowledge and understanding of trends and best practices in the philanthropic sector. Successful experience with comprehensive campaigns is desired.

### **Core Competencies:**

- **MANAGEMENT**– A minimum of five years experience leading, mentoring, and inspiring staff to achieve goals and fostering an attitude of staff responsiveness. Developing creative structures of support/accountability among peers and teams. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards in a collegial environment.
- **DEVELOPMENT** – A minimum of five years of a demonstrated track record of success managing individual and major donor relationships and securing funding from local, regional, and national institutions with experience raising funds for established programs. Experience in creating, leading, and aligning development strategy with finance/budget, human resources, program development, and organizational development.
- **PEOPLE, PROJECT, AND PROGRAM MANAGEMENT SKILLS** – Exemplary people management skills, strategic leadership abilities, and the ability to link the development of people with the organizational strategic plan. Ability to either take direction or work independently as the situation requires. Strong supervisory skills and proven success supporting staff development and empowerment. Demonstrated experience organizing, managing, and evaluating events, campaigns, or productions, and interdepartmental collaboration.
- **LEADERSHIP** – Flexible, energetic, and performance-oriented leader who brings a creative approach to solutions. Capacity to interact effectively with Filoli’s many constituencies including staff, Board members, community partners, individual and institutional donors, and community supporters. Demonstrate a deep commitment and enthusiasm for the mission and vision of Filoli while positively influencing both strategic and tactical fundraising plans.
- **CULTURAL COMPETENCIES** – Model responsible awareness of self and others recognizing unique cultural backgrounds, beliefs, values, and worldviews are assets to the organization.
- **DIVERSITY, EQUITY, AND INCLUSION** – Committed to Filoli’s efforts to integrate accountability to support and sustain a racially equitable organization. Demonstrate a passion for advancing organizational DEI objectives and leading others to approach all work with an equity lens. Participate in processes and communication methods that promote organizational cultural competence and inclusion.

- COMMUNICATION SKILLS – Exceptional oral and written communication skills including the demonstrated ability to research, and analyze information, compose reports and correspondence, and present data in a clear and concise manner. Use storytelling as a primary narrative for inspiration, engagement, and case for support.
- DECISIVE NATURE – Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives, and formulate rapid solutions, with an understanding of the inherent risks and the implications of making difficult decisions.
- COMPUTER SKILLS – Experience with donor databases maximizing data reports and queries for prospect identification and cultivation. Proficiency with Google Suite and Microsoft Office applications.
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of the role. Remote work is optional but no more than 25% on a regular basis.

#### **Skills and Abilities:**

- Ability to partner effectively and diplomatically with the CEO and key members of the Board of Directors in a new and growing culture of philanthropy, as appropriate;
- Detail and results-oriented with intentional use of data to improve performance and processing information to make astute recommendations and/or decisions;
- Possess an organized and strategic approach to building an effective development team with experience in managing, developing, and coordinating successful fundraising efforts and a successful history of setting and meeting realistic fundraising goals;
- Possess a strong connection and commitment to the San Francisco, Peninsula, and Silicon Valley fundraising communities;
- Demonstrated success, with the ability to think strategically while executing tactically within a resource-constrained environment;
- Be an effective communicator; articulate and persuasive in written and spoken communications and adept at crafting proposals, donor correspondence, and presentations to a variety of audiences;
- Highly motivated and energetic, ability to show initiative and work independently;
- Have experience managing a team of professionals, including the proven ability to mentor, train, and develop staff as well as the ability to create and maintain a collegial and positive work environment with high morale, professional standards and productivity;
- Display a high level of integrity and dependability with a strong sense of customer service, urgency, results-orientation, diplomacy, confidence and good humor;
- Ability to respectfully ask questions, challenge, and communicate both positive and difficult messages to subordinates, superiors, and peers; Speaks about issues truthfully and without blame;

- Sound judgment regarding the appropriateness of guarding confidentiality to protect the privacy rights of colleagues or donors;
- Ability to work in a fast-paced, change-oriented environment;
- Follow-through to successful completion of all projects and communications.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

A valid Driver's License is required.

### **PHYSICAL REQUIREMENTS**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Sit for long periods of time at a computer;
- Lift/carry items up to 25 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend.

### **HOW TO APPLY**

1. Candidates with the above prerequisites are invited to submit their resumes along with a cover letter outlining their related experience and background to:  
<https://filoli.applicantstack.com/x/openings>
2. Possession of minimum requirements does not guarantee an interview.
3. Please, no phone calls.
4. Thank you for your interest in Filoli!

**Please visit our website for more information: [www.filoli.org](http://www.filoli.org)**

**Filoli is an equal opportunity employer who values diversity in the workplace.**